

Susan Stein

PO Box 2128 Kuta 80361 Bali, Indonesia

Organizational Project Development Specialist Concept Creation, Training, Design and Project Facilitation

including

- ◆ Manageing and directing Staff from training to successful spa openings
- ◆ Develop menu and spa brief concepts for individual spas
- ◆ Organize and direct purchase of fixtures, furniture, equipment, linens, uniforms, operational supplies and retail offerings
- ◆ Selection and recruitment of personnel for management and staff positions
- ◆ Create policies and procedure manuals
- ◆ Review construction drawings to insure maximum efficiency in utilizing space

QUALIFICATIONS

Demonstrated aptitude for operations and pre-opening of International Spas.
Expertise in training, purchasing, strategic implementation, finance, & recruitment.
Certified Practitioner; Swedish, Thai, Breema Shiatsu and Esalen® Massage

ACCOMPLISHMENTS; Spa Management

Presently Consulting Partner for CV Jari Menari, Bali, Indonesia.
Supervise development of spa operations by developing custom concepts, products, Staff
& individual services to meet Client needs for spa openings, renovations and upgrades

General Manager, Mandara Spas, Bali Indonesia. October 1996-January 1998.
Directed initial strategy for growth of Company while facilitating openings of 10 Spas,
selecting 250 Staff and establishing the start of an International reputation.

Business and Marketing Manager, Osmosis Enzyme Bath and Massage, California. January
1990- present. Previous Operations Director in charge of ...everything.
Current participation as a silent partner

Representative Clientele; 1990- Present

- **USA:** Osmosis Enzyme Bath & Massage, Freestone, California
- **Bali, Indonesia:** The Chedi, The Imperial Hotel, The Legian, The Padma Hotel, Waterboom Park & Spa, The Nikko Hotel, Serai, Ibah, Spa Hati, Club Med, Jari Menari, Sumber Sehat, Clark Hatch Kartika, Ritz-Carlton Bali, Melia Sol Bali Villas and Spa, Maya Ubud Resort, Kamandalu Resort and Spa, Conrad Resort & Spa, Matahati Massage Center
- **Indonesia (other):** **Bandung**, San Gria Resort and Spa
Surabaya, Taman Ayu Golf and Resort
Lombok, The Coralia Novotel Resort: **Toraja**, The Coralia Novotel Resort
Magelang, The Losari Coffee Plantation
- **Phuket, Thailand:** The Chedi
- **Langkawi, Malaysia:** The Datai
- **Manzanilla, Mexico:** Tamarindo Hotel and Careyes Hotel
- **Sun Moon Lake, Taiwan:** The Lalu
- **Shibuya, Japan :** The Sleeping Lady; An Asian Spa
- **Muscat, Oman:** The Chedi Muscat
- **St James, Barbados:** Suga Suga Spa
- **Saipan, Micronesia:** The Fiesta Resort and Spa
- **Seychelles Islands:** MAIA Luxury Resort and Spa
- **Durban, South Africa:** Suncoast Resort and Spa

Accomplishments: Hotel and Restaurant Management

Senior Assistant Manager at the Four Seasons Clift Hotel, San Francisco, California.
July 1984- February 1988. 5-STAR, 5-DIAMOND, 329-room luxury USA hotel.

Other: Four Seasons Inn on the Park, Houston, Texas. The Lodge, Pebble Beach, California.
Marriott Hotels: Chicago O'Hare, Tan-Tar-A Resort and Lincolnshire Resort

EDUCATION

Bachelor of Science in Business Administration, University of Denver, 1979-81

Michigan State University, School of Hotel Management 1977-79

Massage Certification, The Alchemy Institute of Healing Arts, Santa Rosa, Ca.,

The Esalen® Institute, Big Sur, California,

Nuad Bo-rarn Thai Massage, Chaing Mai, Thailand

